

2007

Leadership Speaker Series

The Office of the Governor and the Washington State Department of Personnel present the latest in its acclaimed leadership speaker series for agency leaders.

New!

The series includes dynamic and nationally recognized speakers on the most current best practices and proven techniques.

March 28, 2007 from 9:00 a.m. – 12:00 p.m.



Washington Center for the Performing Arts
512 Washington Street, Olympia

Introducing Ken Miller

Government officials continue to be under enormous pressure to do “more with less.” Unfortunately, in their attempts for quick fixes, government leaders often keep using the same blue ribbon commissions, reform initiatives, and expensive third-party studies that rarely lead to dramatic business improvements or lasting cultural changes.

In ***We Don't Make Widgets: Overcoming the 3 Myths that Keep Government from Radically Improving*** Ken shares the concept of unlocking the potential of the people who know best what is really going on.

In this engaging presentation, you will learn...

- The technique that forever eliminates the “we don’t make widgets” problem
- How to clear the mental hurdle that keeps most service organizations from improving customer satisfaction
- How to identify the most important customer in any situation
- How to balance competing customer interests
- Why most surveys are generally not suitable

Miller’s book, ***We Don't Make Widgets: Overcoming the Myths That Keep Government from Radically Improving***, is included in the admission price.

About Ken Miller

Ken Miller is a renowned author of the bestselling books *We Don't Make Widgets: Overcoming the 3 Myths that Keep Government from Radically Improving* and *The Change Agent's Guide to Radical Improvement*.

As Deputy Director of the Missouri Department of Revenue, he led the effort to transform a government agency responsible for collecting taxes and licensing cars and drivers into a State Quality Award winner—one of only a handful of government agencies in the country to receive such a distinction. In three years, they reduced the time to issue tax refunds by 80 percent (fastest in the nation) at less cost and cut wait times in motor vehicle offices by half. Ken was then named Director of Performance Improvement for Missouri State Government, one of only two states to receive an A grade from *Governing Magazine for Results*. Ken Miller is the founder of the Change and Innovation Agency, a firm dedicated to helping its clients radically improve. Ken was named one of the top change agents by *Fast Company Magazine*.

Sign Up Today!

- To register, follow your agency's internal registration policy. If you are unfamiliar with the policy, contact your Training Manager or Human Resource Office. You may register yourself if you are authorized to commit funds on your own behalf. To register, please use this link: <http://www.regonline.com/118574>
- Cost is \$75 per person.
- **Cancellation date is March 21, 2007** (registration is open through March 23, 2007).

Reasonable Accommodation

The Department of Personnel is committed to providing reasonable accommodation to participants with disabilities. If you need a reasonable accommodation or if you need program materials in an alternative format, please contact Susan George at 360.664.1965 or SusanG@dop.wa.gov by **February 23, 2007**.

About the Leadership Speaker Series

The Leadership Speaker Series is an opportunity for agency leaders, from supervisors to agency directors, to learn from nationally acclaimed experts on a variety of leadership topics.

- Focused on most relevant topics of interest to state agency leaders and change agents
- Delivered by dynamic speakers with years of actual "hands on" experience in implementing change
- Includes practical materials that can be applied immediately when back on the job

Upcoming Leadership Speakers

- **June 21, 2007:** Mark Sanborn, author of the bestselling book *The Fred Factor*, expert on leadership, change and customer service. He will speak on **Why Leaders Fail**.
- **September 19, 2007:** Beverly Kaye, bestselling author and expert on recognition will speak on recognizing and retaining employees.